

# UTILITY

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
Ameren	-	-	-	-	-
Com Ed	-	-	-	-	-
Mid American	-	-	-	-	-
Public Utility	321 100.0%	166 100.0%	152 100.0%	145 100.0%	111 100.0%
TOTAL ANSWERING	321 100.0%	166 100.0%	152 100.0%	145 100.0%	111 100.0%

Comparison Groups: ABCDE  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.

Type

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
Residential	321 100.0%	166 100.0%	152 100.0%	145 100.0%	-
Non-Residential	-	-	-	-	-
TOTAL ANSWERING	321 100.0%	166 100.0%	152 100.0%	145 100.0%	-

Comparison Groups: ABCDE  
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.

Q1. (How would you rate the job that <utility> does on....) Providing electric service overall?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	1	1	1	1
		0.6%	0.7%	0.7%	0.9%
1	1	1	-	-	1
	0.3%	0.6%			0.9%
2	-	2	-	-	-
		1.2%			
3	3	-	1	-	-
	0.9%		0.7%		
4	1	3	1	2	1
	0.3%	1.8%	0.7%	1.4%	0.9%
5	5	4	5	6	1
	1.6%	2.4%	3.3%	4.1%	0.9%
6	8	8	4	2	3
	2.5%	4.8%	2.6%	1.4%	2.7%
7	28	15	5	6	4
	8.8%	9.0%	3.3%	4.1%	3.6%
8	52	28	27	24	5
	16.4%	16.9%	17.8%	16.6%	4.5%
9	69	32	32	26	18
	21.7%	19.3%	21.1%	17.9%	16.4%
10 Excellent	151	72	76	78	76
	47.5%	43.4%	50.0%	53.8%	69.1%
0 to 4 (Negative)	5	7	3	3	3
	1.6%	4.2%	2.0%	2.1%	2.7%
5 (Neutral)	5	4	5	6	1
	1.6%	2.4%	3.3%	4.1%	0.9%
6 to 10 (Positive)	308	155	144	136	106
	96.9%	93.4%	94.7%	93.8%	96.4%
9 and 10 (Top Box)	220	104	108	104	94
	69.2%	62.7%	71.1%	71.7%	85.5%
TOTAL NON-RESPONSES	3	-	-	-	1
	0.9%				0.9%
TOTAL ANSWERING	318	166	152	145	110
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	8.90	8.57	8.91	8.95	9.25
	B				AB
MEDIAN	9.00	9.00	9.50	10.00	10.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE  
Independent T-Test for Means (equal variances)  
Uppercase letters indicate significance at the 95% level.

Q2. (How would you rate the job that <utility> does on....) Providing reliable electric service?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	1 0.6%	-	1 0.7%	1 0.9%
1	-	-	-	-	-
2	-	2 1.2%	1 0.7%	1 0.7%	-
3	1 0.3%	-	-	1 0.7%	-
4	2 0.6%	3 1.8%	1 0.7%	1 0.7%	1 0.9%
5	6 1.9%	5 3.0%	7 4.6%	4 2.8%	2 1.8%
6	9 2.8%	3 1.8%	2 1.3%	3 2.1%	-
7	23 7.2%	12 7.2%	6 3.9%	6 4.1%	2 1.8%
8	51 15.9%	29 17.5%	30 19.7%	19 13.1%	7 6.3%
9	67 20.9%	32 19.3%	34 22.4%	30 20.7%	20 18.0%
10 Excellent	161 50.3%	79 47.6%	71 46.7%	79 54.5%	78 70.3%
0 to 4 (Negative)	3 0.9%	6 3.6%	2 1.3%	4 2.8%	2 1.8%
5 (Neutral)	6 1.9%	5 3.0%	7 4.6%	4 2.8%	2 1.8%
6 to 10 (Positive)	311 97.2%	155 93.4%	143 94.1%	137 94.5%	107 96.4%
9 and 10 (Top Box)	228 71.2%	111 66.9%	105 69.1%	109 75.2%	98 88.3%
TOTAL NON-RESPONSES	1 0.3%	-	-	-	-
TOTAL ANSWERING	320 100.0%	166 100.0%	152 100.0%	145 100.0%	111 100.0%
MEAN	8.99	8.75	8.89	8.97	9.41
MEDIAN	10.00	9.00	9.00	10.00	ABCD 10.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE  
Independent T-Test for Means (equal variances)  
Uppercase letters indicate significance at the 95% level.

Q3. (How would you rate the job that <utility> does on....) Keeping your electric rates reasonable?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
0 Poor	13 4.3%	18 11.0%	5 3.4%	5 3.6%	5 4.6%
1	5 1.7%	2 1.2%	2 1.4%	3 2.1%	3 2.8%
2	11 3.6%	6 3.7%	4 2.7%	7 5.0%	2 1.8%
3	12 4.0%	11 6.7%	8 5.5%	6 4.3%	4 3.7%
4	13 4.3%	8 4.9%	4 2.7%	5 3.6%	6 5.5%
5	30 9.9%	16 9.8%	16 11.0%	18 12.9%	10 9.2%
6	30 9.9%	17 10.4%	15 10.3%	9 6.4%	5 4.6%
7	34 11.2%	18 11.0%	17 11.6%	13 9.3%	14 12.8%
8	58 19.1%	29 17.8%	22 15.1%	23 16.4%	16 14.7%
9	27 8.9%	10 6.1%	15 10.3%	20 14.3%	7 6.4%
10 Excellent	70 23.1%	28 17.2%	38 26.0%	31 22.1%	37 33.9%
0 to 4 (Negative)	54 17.8%	45 27.6%	23 15.8%	26 18.6%	20 18.3%
5 (Neutral)	30 9.9%	16 9.8%	16 11.0%	18 12.9%	10 9.2%
6 to 10 (Positive)	219 72.3%	102 62.6%	107 73.3%	96 68.6%	79 72.5%
9 and 10 (Top Box)	97 32.0%	38 23.3%	53 36.3%	51 36.4%	44 40.4%
TOTAL NON-RESPONSES	18 5.9%	3 1.8%	6 4.1%	5 3.6%	2 1.8%
TOTAL ANSWERING	303 100.0%	163 100.0%	146 100.0%	140 100.0%	109 100.0%
MEAN	6.90	6.07	7.05	6.89	7.17
MEDIAN	8.00	7.00	8.00	8.00	8.00
MODE	10.00	8.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE  
Independent T-Test for Means (equal variances)  
Uppercase letters indicate significance at the 95% level.

Q4. How would you rate the job that <utility> does on keeping the electric system, including power lines and equipment, in good working order?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	2	-	1	1
1	-	1.2%	-	0.7%	0.9%
2	4	-	2	-	1
3	1.3%	-	1.3%	-	0.9%
4	2	-	-	1	-
5	0.6%	7	2	2	-
6	1.9%	4.3%	1.3%	1.4%	-
7	10	4	5	7	4
8	3.2%	2.4%	3.3%	4.9%	3.6%
9	11	4	3	3	1
10 Excellent	3.5%	2.4%	2.0%	2.1%	0.9%
	20	13	9	3	5
	6.3%	7.9%	6.0%	2.1%	4.5%
	54	31	25	21	10
	17.0%	18.9%	16.6%	14.8%	9.1%
	67	27	35	34	14
	21.1%	16.5%	23.2%	23.9%	12.7%
	143	76	70	70	73
	45.1%	46.3%	46.4%	49.3%	66.4%
0 to 4 (Negative)	12	9	4	4	3
5 (Neutral)	3.8%	5.5%	2.6%	2.8%	2.7%
6 to 10 (Positive)	10	4	5	7	4
9 and 10 (Top Box)	3.2%	2.4%	3.3%	4.9%	3.6%
	295	151	142	131	103
	93.1%	92.1%	94.0%	92.3%	93.6%
	210	103	105	104	87
	66.2%	62.8%	69.5%	73.2%	79.1%
TOTAL NON-RESPONSES	4	2	1	3	1
TOTAL ANSWERING	1.3%	1.2%	0.7%	2.1%	0.9%
	317	164	151	142	110
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	8.70	8.62	8.83	8.87	9.10
MEDIAN	9.00	9.00	9.00	9.00	10.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE  
Independent T-Test for Means (equal variances)  
Uppercase letters indicate significance at the 95% level.

Q5. (How would you rate the job that <utility> does on...) Minimizing the number of power interruptions lasting LESS than one minute?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
0 Poor	4 1.3%	3 1.9%	-	1 0.8%	9 8.4%
1	-	1 0.6%	1 0.7%	1 0.8%	1 0.9%
2	-	1 0.6%	1 0.7%	4 3.0%	2 1.9%
3	2 0.7%	1 0.6%	1 0.7%	1 0.8%	1 0.9%
4	3 1.0%	6 3.8%	4 2.8%	-	-
5	18 6.0%	14 8.9%	12 8.4%	4 3.0%	2 1.9%
6	14 4.7%	3 1.9%	6 4.2%	4 3.0%	-
7	33 11.0%	11 7.0%	12 8.4%	10 7.5%	4 3.7%
8	43 14.3%	27 17.1%	29 20.3%	17 12.8%	11 10.3%
9	55 18.3%	32 20.3%	33 23.1%	36 27.1%	20 18.7%
10 Excellent	129 42.9%	59 37.3%	44 30.8%	55 41.4%	57 53.3%
0 to 4 (Negative)	9 3.0%	12 7.6%	7 4.9%	7 5.3%	13 12.1%
5 (Neutral)	18 6.0%	14 8.9%	12 8.4%	4 3.0%	2 1.9%
6 to 10 (Positive)	274 91.0%	132 83.5%	124 86.7%	122 91.7%	92 86.0%
9 and 10 (Top Box)	184 61.1%	91 57.6%	77 53.8%	91 68.4%	77 72.0%
TOTAL NON-RESPONSES	20 6.6%	8 5.1%	9 6.3%	12 9.0%	4 3.7%
TOTAL ANSWERING	301 100.0%	158 100.0%	143 100.0%	133 100.0%	107 100.0%
MEAN	8.48	8.16	8.19	8.54	8.26
MEDIAN	9.00	9.00	9.00	9.00	10.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE  
Independent T-Test for Means (equal variances)  
Uppercase letters indicate significance at the 95% level.

Q6. In the past 12 months, how many times has there been a power interruption lasting LESS than one minute at this residence?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
Zero times	117 40.6% C	52 33.3%	42 30.9%	57 44.5% C	50 47.6% BC
1 to 2 times	86 29.9%	47 30.1%	45 33.1%	35 27.3%	31 29.5%
3 or more times	85 29.5%	57 36.5% E	49 36.0% E	36 28.1%	24 22.9%
TOTAL NON-RESPONSES	33 11.5%	10 6.4%	16 11.8%	17 13.3% E	6 5.7%
TOTAL ANSWERING	288 100.0%	156 100.0%	136 100.0%	128 100.0%	105 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.



Q7. (Using the same 0 to 10 scale...) How would you rate the job that <utility> does on minimizing the number of power outages lasting MORE than one minute?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
0 Poor	2 0.6%	1 0.6%	-	3 2.2%	6 5.5%
1	1 0.3%	-	-	-	1 0.9%
2	1 0.3%	4 2.4%	1 0.7%	1 0.7%	2 1.8%
3	2 0.6%	5 3.0%	-	2 1.4%	1 0.9%
4	5 1.6%	5 3.0%	2 1.4%	2 1.4%	3 2.7%
5	12 3.9%	12 7.3%	4 2.8%	4 2.9%	1 0.9%
6	23 7.4%	6 3.6%	7 4.8%	5 3.6%	2 1.8%
7	23 7.4%	18 10.9%	16 11.0%	16 11.5%	2 1.8%
8	53 17.1%	28 17.0%	33 22.8%	24 17.3%	16 14.5%
9	66 21.3%	34 20.6%	35 24.1%	28 20.1%	13 11.8%
10 Excellent	122 39.4%	52 31.5%	47 32.4%	54 38.8%	63 57.3%
0 to 4 (Negative)	11 3.5%	15 9.1%	3 2.1%	8 5.8%	13 11.8%
5 (Neutral)	12 3.9%	12 7.3%	4 2.8%	4 2.9%	1 0.9%
6 to 10 (Positive)	287 92.6%	138 83.6%	138 95.2%	127 91.4%	96 87.3%
9 and 10 (Top Box)	188 60.6%	86 52.1%	82 56.6%	82 59.0%	76 69.1%
TOTAL NON-RESPONSES	11 3.5%	1 0.6%	7 4.8%	6 4.3%	1 0.9%
TOTAL ANSWERING	310 100.0%	165 100.0%	145 100.0%	139 100.0%	110 100.0%
MEAN	8.47	7.97	8.50	8.36	8.42
MEDIAN	9.00	9.00	9.00	9.00	10.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE  
Independent T-Test for Means (equal variances)  
Uppercase letters indicate significance at the 95% level.

Q8. In the past 12 months, how many times has there been a power outage lasting MORE than one minute at this residence?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
Zero times	66 22.1%	26 16.7%	24 16.3%	34 25.2%	56 52.8% ABCD
1 to 2 times	133 44.5% E	73 46.8% E	68 46.3% E	54 40.0%	31 29.2%
3 or more times	100 33.4% E	57 36.5% E	55 37.4% E	47 34.8% E	19 17.9%
TOTAL NON-RESPONSES	22 7.4%	10 6.4%	5 3.4%	10 7.4%	5 4.7%
TOTAL ANSWERING	299 100.0%	156 100.0%	147 100.0%	135 100.0%	106 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.

Q9. When was it? (PROBE: The outage lasting more than one minute.)

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
4Q this year	102 54.3% BCD	37 35.6%	25 29.4%	20 25.0%	18 40.9%
3Q this year	43 22.9%	51 49.0% A	42 49.4% A	37 46.2% A	16 36.4%
2Q this year	26 13.8%	11 10.6%	13 15.3%	16 20.0%	8 18.2%
1Q this year	11 5.9% B	1 1.0%	2 2.4%	4 5.0%	-
4Q last year	4 2.1%	2 1.9%	2 2.4%	3 3.8%	2 4.5%
Prior to 4Q last year	2 1.1%	2 1.9%	1 1.2%	-	-
TOTAL NON-RESPONSES	133 70.7%	62 59.6%	67 78.8% B	65 81.2% B	67 152.3% ABCD
TOTAL ANSWERING	188 100.0%	104 100.0%	85 100.0%	80 100.0%	44 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.

Q10. How long did this outage last?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
less than 1 hour	95 44.6%	46 42.2%	48 44.9%	38 39.6%	20 40.8%
1 to 5 hours	107 50.2%	60 55.0%	54 50.5%	51 53.1%	27 55.1%
6 or more hours	11 5.2%	3 2.8%	5 4.7%	7 7.3%	2 4.1%
TOTAL ANSWERING	213 100.0%	109 100.0%	107 100.0%	96 100.0%	49 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.

Q11. How long was the SHORTEST of these outages over one minute?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
less than 1 hour	100 88.5%	66 84.6%	62 82.7%	48 77.4%	25 92.6% D
1 to 5 hours	11 9.7%	12 15.4%	12 16.0%	9 14.5%	2 7.4%
6 or more hours	2 1.8%	-	1 1.3%	5 8.1%	-
TOTAL ANSWERING	113 100.0%	78 100.0%	75 100.0%	62 100.0%	27 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.

Q12. And how long did the LONGEST of these outages last?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
less than 1 hour	38 27.0% B	13 15.9%	18 20.7%	13 19.4%	9 29.0%
1 to 5 hours	83 58.9%	58 70.7%	58 66.7%	45 67.2%	18 58.1%
6 or more hours	20 14.2%	11 13.4%	11 12.6%	9 13.4%	4 12.9%
TOTAL ANSWERING	141 100.0%	82 100.0%	87 100.0%	67 100.0%	31 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.

Q13. In the last 12 months, have you experienced any loss or damage due to electrical outages or other electrical problems?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
Yes	12 3.7%	6 3.6%	9 6.0%	10 6.9%	3 2.7%
No	309 96.3%	159 96.4%	142 94.0%	134 93.1%	107 97.3%
TOTAL NON-RESPONSES	-	1 0.6%	1 0.7%	1 0.7%	1 0.9%
TOTAL ANSWERING	321 100.0%	165 100.0%	151 100.0%	144 100.0%	110 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.

Q14. What sort of loss or damage to electrical equipment or accessories did you suffer?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
Loss of perishables (food, etc...)	2 16.7%	-	-	5 50.0%	-
Loss of electrical equipment or accessories	5 41.7%	5 83.3% A	8 88.9% A	6 60.0%	2 66.7%
Interruption of business	-	-	-	-	-
Injury to self or another person	-	-	-	-	-
Other	5 41.7%	2 33.3%	1 11.1%	-	1 33.3%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	12 100.0%	6 100.0%	9 100.0%	10 100.0%	3 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.



Q15. (How would you rate <utility> at...) Restoring electric service at your residence when outages occur?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	3	1	1	2
1	1	1.8%	0.7%	0.7%	1.9%
2	0.3%	-	-	-	-
3	1	-	1	1	2
4	0.3%	-	0.7%	0.7%	1.9%
5	2	5	1	1	-
6	0.6%	3.0%	0.7%	0.7%	-
7	15	9	4	6	1
8	4.9%	5.5%	2.7%	4.4%	0.9%
9	10	3	3	3	1
10 Excellent	3.2%	1.8%	2.0%	2.2%	0.9%
	24	16	19	10	2
	7.8%	9.7%	12.8%	7.3%	1.9%
	58	32	23	18	8
	18.8%	19.4%	15.5%	13.1%	7.4%
	57	28	27	34	21
	18.5%	17.0%	18.2%	24.8%	19.4%
	139	69	69	63	71
	45.1%	41.8%	46.6%	46.0%	65.7%
0 to 4 (Negative)	5	8	3	3	4
5 (Neutral)	1.6%	4.8%	2.0%	2.2%	3.7%
6 to 10 (Positive)	15	9	4	6	1
9 and 10 (Top Box)	4.9%	5.5%	2.7%	4.4%	0.9%
	288	148	141	128	103
	93.5%	89.7%	95.3%	93.4%	95.4%
	196	97	96	97	92
	63.6%	58.8%	64.9%	70.8%	85.2%
TOTAL NON-RESPONSES	13	1	4	8	3
TOTAL ANSWERING	4.2%	0.6%	2.7%	5.8%	2.8%
	308	165	148	137	108
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	8.71	8.44	8.75	8.80	9.20
MEDIAN	9.00	9.00	9.00	9.00	10.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE  
Independent T-Test for Means (equal variances)  
Uppercase letters indicate significance at the 95% level.

Q16. (How would you rate <utility> at...) Providing information about extended outages?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
0 Poor	12 4.3%	11 7.2%	4 2.9%	5 3.8%	4 4.0%
1	4 1.4%	5 3.3%	-	3 2.3%	3 3.0%
2	5 1.8%	4 2.6%	4 2.9%	-	-
3	5 1.8%	4 2.6%	1 0.7%	5 3.8%	2 2.0%
4	7 2.5%	4 2.6%	3 2.2%	2 1.5%	2 2.0%
5	21 7.4%	12 7.9%	7 5.1%	10 7.6%	3 3.0%
6	13 4.6%	9 5.9%	11 8.0%	1 0.8%	1 1.0%
7	16 5.7%	15 9.9%	13 9.5%	5 3.8%	2 2.0%
8	38 13.5%	21 13.8%	20 14.6%	18 13.6%	5 5.0%
9	41 14.5%	15 9.9%	20 14.6%	22 16.7%	12 11.9%
10 Excellent	120 42.6%	52 34.2%	54 39.4%	61 46.2%	67 66.3%
0 to 4 (Negative)	33 11.7%	28 18.4%	12 8.8%	15 11.4%	11 10.9%
5 (Neutral)	21 7.4%	12 7.9%	7 5.1%	10 7.6%	3 3.0%
6 to 10 (Positive)	228 80.9%	112 73.7%	118 86.1%	107 81.1%	87 86.1%
9 and 10 (Top Box)	161 57.1%	67 44.1%	74 54.0%	83 62.9%	79 78.2%
TOTAL NON-RESPONSES	39 13.8%	14 9.2%	15 10.9%	13 9.8%	10 9.9%
TOTAL ANSWERING	282 100.0%	152 100.0%	137 100.0%	132 100.0%	101 100.0%
MEAN	7.89	7.12	7.99	8.10	8.61
MEDIAN	9.00	8.00	9.00	9.00	10.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE  
Independent T-Test for Means (equal variances)  
Uppercase letters indicate significance at the 95% level.

Q17. (How would you rate <utility> at...) Being accessible during an outage?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
0 Poor	2 0.7%	3 1.9%	-	2 1.5%	3 2.8%
1	3 1.0%	2 1.3%	-	2 1.5%	-
2	4 1.4%	3 1.9%	4 2.8%	5 3.8%	1 0.9%
3	4 1.4%	2 1.3%	-	4 3.0%	1 0.9%
4	3 1.0%	7 4.5%	1 0.7%	2 1.5%	1 0.9%
5	13 4.4%	12 7.7%	8 5.6%	8 6.1%	7 6.5%
6	10 3.4%	7 4.5%	7 4.9%	2 1.5%	3 2.8%
7	18 6.1%	12 7.7%	11 7.7%	6 4.5%	4 3.7%
8	55 18.6%	19 12.2%	17 12.0%	15 11.4%	4 3.7%
9	50 16.9%	20 12.8%	31 21.8%	29 22.0%	11 10.3%
10 Excellent	134 45.3%	69 44.2%	63 44.4%	57 43.2%	72 67.3%
0 to 4 (Negative)	16 5.4%	17 10.9%	5 3.5%	15 11.4%	6 5.6%
5 (Neutral)	13 4.4%	12 7.7%	8 5.6%	8 6.1%	7 6.5%
6 to 10 (Positive)	267 90.2%	127 81.4%	129 90.8%	109 82.6%	94 87.9%
9 and 10 (Top Box)	184 62.2%	89 57.1%	94 66.2%	86 65.2%	83 77.6%
TOTAL NON-RESPONSES	25 8.4%	10 6.4%	10 7.0%	13 9.8%	4 3.7%
TOTAL ANSWERING	296 100.0%	156 100.0%	142 100.0%	132 100.0%	107 100.0%
MEAN	8.50	8.01	8.56	8.16	8.79
MEDIAN	9.00	9.00	9.00	9.00	10.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE

Independent T-Test for Means (equal variances)

Uppercase letters indicate significance at the 95% level.

Q18. In the past 12 months, have you tried to reach <utility> by phone?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
Yes	169 52.8% E	93 56.4% E	101 66.4% AE	90 63.8% AE	43 38.7%
No	151 47.2% CD	72 43.6%	51 33.6%	51 36.2%	68 61.3% ABCD
TOTAL NON-RESPONSES	1 0.3%	1 0.6%	-	4 2.8%	-
TOTAL ANSWERING	320 100.0%	165 100.0%	152 100.0%	141 100.0%	111 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.

Q19. What was the reason for your most recent call?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
(To report a power problem, outage, or downed wire)	100 59.5% D	57 62.6% D	56 58.3%	41 46.1%	19 45.2%
(To stop, start or transfer service)	8 4.8%	1 1.1%	6 6.2%	2 2.2%	-
(To make a payment arrangement or other billing question)	41 24.4%	21 23.1%	22 22.9%	30 33.7%	16 38.1%
(To get information about locations, programs or services)	4 2.4%	3 3.3%	3 3.1%	8 9.0% A	1 2.4%
(Other)	15 8.9%	9 9.9%	9 9.4%	8 9.0%	6 14.3%
TOTAL NON-RESPONSES	1 0.6%	2 2.2%	5 5.2% A	1 1.1%	1 2.4%
TOTAL ANSWERING	168 100.0%	91 100.0%	96 100.0%	89 100.0%	42 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.

Q20. Did you complete your call through an automated telephone response system or speak to a live customer service representative or both?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
Automatic Telephone Response System only	31 19.0%	23 25.6%	21 21.0%	17 19.3%	17 40.5% ACD
Customer Service Rep only	92 56.4%	47 52.2%	49 49.0%	43 48.9%	19 45.2%
Both	40 24.5%	20 22.2%	30 30.0% E	28 31.8% E	6 14.3%
TOTAL NON-RESPONSES	6 3.7%	3 3.3%	1 1.0%	2 2.3%	1 2.4%
TOTAL ANSWERING	163 100.0%	90 100.0%	100 100.0%	88 100.0%	42 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.

Q21. How well did <utility> meet your needs during this phone call?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
0 Poor	2 1.2%	8 8.9%	2 2.0%	2 2.3%	1 2.4%
1	2 1.2%	1 1.1%	1 1.0%	-	1 2.4%
2	3 1.8%	2 2.2%	1 1.0%	4 4.5%	1 2.4%
3	-	2 2.2%	-	1 1.1%	1 2.4%
4	5 3.1%	4 4.4%	1 1.0%	-	-
5	8 4.9%	2 2.2%	4 4.0%	4 4.5%	3 7.3%
6	5 3.1%	2 2.2%	3 3.0%	2 2.3%	1 2.4%
7	6 3.7%	5 5.6%	4 4.0%	6 6.8%	1 2.4%
8	17 10.4%	8 8.9%	9 9.0%	12 13.6%	4 9.8%
9	28 17.2%	8 8.9%	12 12.0%	13 14.8%	1 2.4%
10 Excellent	87 53.4%	48 53.3%	63 63.0%	44 50.0%	27 65.9%
0 to 4 (Negative)	12 7.4%	17 18.9%	5 5.0%	7 8.0%	4 9.8%
5 (Neutral)	8 4.9%	2 2.2%	4 4.0%	4 4.5%	3 7.3%
6 to 10 (Positive)	143 87.7%	71 78.9%	91 91.0%	77 87.5%	34 82.9%
9 and 10 (Top Box)	115 70.6%	56 62.2%	75 75.0%	57 64.8%	28 68.3%
TOTAL NON-RESPONSES	-	-	-	-	1 2.4%
TOTAL ANSWERING	163 100.0%	90 100.0%	100 100.0%	88 100.0%	41 100.0%
MEAN	8.58 B	7.78	8.83 B	8.39	8.41
MEDIAN	10.00	10.00	10.00	9.50	10.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE

Independent T-Test for Means (equal variances)

Uppercase letters indicate significance at the 95% level.

Q22. Are you aware <utility>... Has a toll-free number to report power outages?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
Very familiar	147 47.6%	67 42.7%	74 51.0%	69 48.6%	72 65.5% ABCD
Somewhat familiar	53 17.2%	38 24.2% E	27 18.6%	27 19.0%	16 14.5%
Not at all familiar	109 35.3% E	52 33.1% E	44 30.3%	46 32.4% E	22 20.0%
TOTAL NON-RESPONSES	12 3.9% E	9 5.7% E	7 4.8% E	3 2.1%	1 0.9%
TOTAL ANSWERING	309 100.0%	157 100.0%	145 100.0%	142 100.0%	110 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.



Q23. Are you aware <utility>... Is available 24 hours a day, seven days a week by phone in the event of a power outage?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
Very familiar	205 65.9%	104 65.4%	114 75.5% ABD	93 64.1%	85 78.0% ABD
Somewhat familiar	65 20.9% E	32 20.1% E	22 14.6%	28 19.3%	12 11.0%
Not at all familiar	41 13.2%	23 14.5%	15 9.9%	24 16.6%	12 11.0%
TOTAL NON-RESPONSES	10 3.2% C	7 4.4% C	1 0.7%	-	2 1.8%
TOTAL ANSWERING	311 100.0%	159 100.0%	151 100.0%	145 100.0%	109 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.

Q24. Are you aware <utility>... Reports information about extended power outages to the news media to keep customers informed?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
Very familiar	106 34.5%	45 28.3%	50 34.5%	56 39.4% B	51 46.8% ABC
Somewhat familiar	75 24.4%	53 33.3% AD	44 30.3%	31 21.8%	26 23.9%
Not at all familiar	126 41.0% E	61 38.4%	51 35.2%	55 38.7%	32 29.4%
TOTAL NON-RESPONSES	14 4.6%	7 4.4%	7 4.8%	3 2.1%	2 1.8%
TOTAL ANSWERING	307 100.0%	159 100.0%	145 100.0%	142 100.0%	109 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.

Q25. Are you aware <utility>... Offers different bill payment options to qualified customers, such as paying a fixed monthly amount?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
Very familiar	188 59.7%	88 53.3%	93 61.2%	80 55.9%	70 63.1%
Somewhat familiar	69 21.9%	52 31.5% ADE	39 25.7%	30 21.0%	22 19.8%
Not at all familiar	58 18.4%	25 15.2%	20 13.2%	33 23.1% C	19 17.1%
TOTAL NON-RESPONSES	6 1.9%	1 0.6%	-	2 1.4%	-
TOTAL ANSWERING	315 100.0%	165 100.0%	152 100.0%	143 100.0%	111 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.

Q26. Are you aware <utility>... Trims trees to reduce the occurrence of power outages?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
Very familiar	221 69.5%	115 71.9%	114 75.5%	98 68.1%	73 66.4%
Somewhat familiar	57 17.9%	33 20.6%	28 18.5%	22 15.3%	24 21.8%
Not at all familiar	40 12.6% C	12 7.5%	9 6.0%	24 16.7% BC	13 11.8%
TOTAL NON-RESPONSES	3 0.9%	6 3.8%	1 0.7%	1 0.7%	1 0.9%
TOTAL ANSWERING	318 100.0%	160 100.0%	151 100.0%	144 100.0%	110 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.

Q27. How would you rate the job that <utility> does on trimming trees to reduce the occurrence of power outages?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
0 Poor	1	5	2	2	3
	0.4%	3.4%	1.4%	1.7%	3.2%
1	3	2	2	1	-
	1.1%	1.4%	1.4%	0.9%	
2	2	1	1	1	2
	0.7%	0.7%	0.7%	0.9%	2.1%
3	1	2	1	2	2
	0.4%	1.4%	0.7%	1.7%	2.1%
4	4	1	1	-	1
	1.5%	0.7%	0.7%		1.1%
5	11	8	11	4	5
	4.1%	5.4%	8.0%	3.5%	5.3%
6	9	6	5	1	1
	3.3%	4.1%	3.6%	0.9%	1.1%
7	22	16	14	6	4
	8.2%	10.9%	10.1%	5.2%	4.3%
8	36	24	21	20	15
	13.4%	16.3%	15.2%	17.4%	16.0%
9	50	15	21	17	10
	18.6%	10.2%	15.2%	14.8%	10.6%
10 Excellent	130	67	59	61	51
	48.3%	45.6%	42.8%	53.0%	54.3%
0 to 4 (Negative)	11	11	7	6	8
	4.1%	7.5%	5.1%	5.2%	8.5%
5 (Neutral)	11	8	11	4	5
	4.1%	5.4%	8.0%	3.5%	5.3%
6 to 10 (Positive)	247	128	120	105	81
	91.8%	87.1%	87.0%	91.3%	86.2%
9 and 10 (Top Box)	180	82	80	78	61
	66.9%	55.8%	58.0%	67.8%	64.9%
TOTAL NON-RESPONSES	9	1	4	5	3
	3.3%	0.7%	2.9%	4.3%	3.2%
TOTAL ANSWERING	269	147	138	115	94
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	8.65	8.16	8.27	8.70	8.44
MEDIAN	9.00	9.00	9.00	10.00	10.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE  
Independent T-Test for Means (equal variances)  
Uppercase letters indicate significance at the 95% level.

Q28. How would you rate the job that <utility> does on communicating the need for trimming trees?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
0 Poor	5 2.0%	12 8.4%	3 2.3%	4 3.6%	1 1.2%
1	9 3.5%	2 1.4%	2 1.6%	1 0.9%	3 3.5%
2	7 2.7%	2 1.4%	-	3 2.7%	4 4.7%
3	4 1.6%	3 2.1%	4 3.1%	2 1.8%	1 1.2%
4	4 1.6%	4 2.8%	2 1.6%	1 0.9%	1 1.2%
5	14 5.5%	18 12.6%	12 9.4%	6 5.4%	4 4.7%
6	10 3.9%	7 4.9%	5 3.9%	5 4.5%	2 2.3%
7	19 7.5%	15 10.5%	9 7.0%	7 6.2%	4 4.7%
8	39 15.3%	19 13.3%	19 14.8%	15 13.4%	13 15.1%
9	29 11.4%	12 8.4%	17 13.3%	12 10.7%	5 5.8%
10 Excellent	115 45.1%	49 34.3%	55 43.0%	56 50.0%	48 55.8%
0 to 4 (Negative)	29 11.4%	23 16.1%	11 8.6%	11 9.8%	10 11.6%
5 (Neutral)	14 5.5%	18 12.6%	12 9.4%	6 5.4%	4 4.7%
6 to 10 (Positive)	212 83.1%	102 71.3%	105 82.0%	95 84.8%	72 83.7%
9 and 10 (Top Box)	144 56.5%	61 42.7%	72 56.2%	68 60.7%	53 61.6%
TOTAL NON-RESPONSES	23 9.0%	5 3.5%	14 10.9%	8 7.1%	11 12.8%
TOTAL ANSWERING	255 100.0%	143 100.0%	128 100.0%	112 100.0%	86 100.0%
MEAN	7.99 B	7.12	8.05 B	8.16 B	8.22 B
MEDIAN	9.00	8.00	9.00	9.50	10.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE  
Independent T-Test for Means (equal variances)  
Uppercase letters indicate significance at the 95% level.

Q29. How would you rate the job that <utility> does on preserving the appearance of the trees they trim?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
0 Poor	14	11	5	4	3
1	5.2%	7.5%	3.7%	3.6%	3.3%
2	7	2	2	2	1
3	2.6%	1.4%	1.5%	1.8%	1.1%
4	10	3	4	3	6
5	3.7%	2.1%	3.0%	2.7%	6.5%
6	8	4	4	5	2
7	3.0%	2.7%	3.0%	4.5%	2.2%
8	6	4	2	1	1
9	2.2%	2.7%	1.5%	0.9%	94 1.1%
10 Excellent	19	18	16	10	3
	7.1%	12.3%	11.9%	9.0%	3.3%
	11	4	3	4	3
	4.1%	2.7%	2.2%	3.6%	3.3%
	26	20	22	10	7
	9.7%	13.7%	16.4%	9.0%	7.6%
	44	22	23	18	9
	16.5%	15.1%	17.2%	16.2%	9.8%
	27	18	14	12	7
	10.1%	12.3%	10.4%	10.8%	7.6%
	95	40	39	42	50
	35.6%	27.4%	29.1%	37.8%	54.3%
0 to 4 (Negative)	45	24	17	15	13
5 (Neutral)	16.9%	16.4%	12.7%	13.5%	14.1%
6 to 10 (Positive)	19	18	16	10	3
	7.1%	12.3%	11.9%	9.0%	3.3%
9 and 10 (Top Box)	203	104	101	86	76
	76.0%	71.2%	75.4%	77.5%	82.6%
	122	58	53	54	57
	45.7%	39.7%	39.6%	48.6%	62.0%
TOTAL NON-RESPONSES	11	2	8	9	5
	4.1%	1.4%	6.0%	8.1%	5.4%
TOTAL ANSWERING	267	146	134	111	92
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	7.35	7.04	7.33	7.59	8.04
MEDIAN	8.00	8.00	8.00	8.00	10.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE  
Independent T-Test for Means (equal variances)  
Uppercase letters indicate significance at the 95% level.

Q30. Do you receive a bill from <utility> at this location?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
Yes	308 96.0%	163 98.2% D	147 97.4%	135 93.1%	106 95.5%
No	13 4.0%	3 1.8%	4 2.6%	10 6.9% B	5 4.5%
TOTAL NON-RESPONSES	-	-	1 0.7%	-	-
TOTAL ANSWERING	321 100.0%	166 100.0%	151 100.0%	145 100.0%	111 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.



Q31. Do you personally see or handle this bill?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
Yes	284 92.2%	153 93.9%	146 99.3% ABD	127 94.1%	102 97.1% A
No	24 7.8% CE	10 6.1% C	1 0.7%	8 5.9% C	3 2.9%
TOTAL NON-RESPONSES	-	-	-	-	1 1.0%
TOTAL ANSWERING	308 100.0%	163 100.0%	147 100.0%	135 100.0%	105 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.

Q32. How would you rate <utility> on providing a bill that makes it easy to tell how much the current month's charges are?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
0 Poor	2 0.7%	2 1.3%	-	1 0.8%	-
1	-	-	-	-	-
2	-	1 0.7%	1 0.7%	1 0.8%	-
3	1 0.4%	2 1.3%	1 0.7%	2 1.6%	-
4	3 1.1%	2 1.3%	1 0.7%	-	1 1.0%
5	8 2.9%	5 3.3%	1 0.7%	3 2.4%	5 5.0%
6	2 0.7%	2 1.3%	4 2.8%	4 3.2%	2 2.0%
7	7 2.5%	6 3.9%	4 2.8%	6 4.8%	3 3.0%
8	34 12.3%	19 12.5%	14 9.8%	16 12.8%	6 5.9%
9	37 13.4%	17 11.2%	19 13.3%	14 11.2%	11 10.9%
10 Excellent	183 66.1%	96 63.2%	98 68.5%	78 62.4%	73 72.3%
0 to 4 (Negative)	6 2.2%	7 4.6%	3 2.1%	4 3.2%	1 1.0%
5 (Neutral)	8 2.9%	5 3.3%	1 0.7%	3 2.4%	5 5.0%
6 to 10 (Positive)	263 94.9%	140 92.1%	139 97.2%	118 94.4%	95 94.1%
9 and 10 (Top Box)	220 79.4%	113 74.3%	117 81.8%	92 73.6%	84 83.2%
TOTAL NON-RESPONSES	7 2.5%	1 0.7%	3 2.1%	2 1.6%	1 1.0%
TOTAL ANSWERING	277 100.0%	152 100.0%	143 100.0%	125 100.0%	101 100.0%
MEAN	9.21	8.95	9.29	8.98	9.30
MEDIAN	10.00	10.00	10.00	10.00	10.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE  
Independent T-Test for Means (equal variances)  
Uppercase letters indicate significance at the 95% level.

Q33. Respondent age.

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
18 to 34	44 14.7%	31 19.5%	27 19.0%	16 11.9%	20 19.4%
35 to 44	40 13.3%	24 15.1%	24 16.9%	13 9.6%	17 16.5%
45 to 54	38 12.7%	13 8.2%	23 16.2% B	28 20.7% AB	15 14.6%
55 to 64	68 22.7%	37 23.3%	26 18.3%	32 23.7%	19 18.4%
65 and older	110 36.7%	54 34.0%	42 29.6%	46 34.1%	32 31.1%
TOTAL NON-RESPONSES	21 7.0%	7 4.4%	10 7.0%	10 7.4%	8 7.8%
TOTAL ANSWERING	300 100.0%	159 100.0%	142 100.0%	135 100.0%	103 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.

Q34. Do you own or rent your residence?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
Own/Buying	243 77.9%	140 84.8% CE	107 73.8%	117 83.0%	80 73.4%
Rent/Lease	69 22.1%	25 15.2%	38 26.2% B	24 17.0%	29 26.6% B
TOTAL NON-RESPONSES	9 2.9% B	1 0.6%	7 4.8% B	4 2.8%	2 1.8%
TOTAL ANSWERING	312 100.0%	165 100.0%	145 100.0%	141 100.0%	109 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.

Q35. Years lived at current residence.

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
Up to 5 years	118 38.6%	72 43.6%	64 43.5%	56 40.3%	40 37.0%
6 to 10 years	31 10.1%	10 6.1%	19 12.9% B	14 10.1%	27 25.0% ABCD
11 to 20 years	51 16.7%	30 18.2%	20 13.6%	23 16.5%	14 13.0%
21 or more years	106 34.6%	53 32.1%	44 29.9%	46 33.1%	27 25.0%
TOTAL NON-RESPONSES	15 4.9% B	1 0.6%	5 3.4%	6 4.3% B	3 2.8%
TOTAL ANSWERING	306 100.0%	165 100.0%	147 100.0%	139 100.0%	108 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.

Q36. In which of the following broad categories does your 2020 total pre-tax household income from all sources fall?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
Up to \$25,000	47 19.6%	23 17.6%	24 20.3%	18 17.1%	11 19.0%
\$25,000 to \$49,999	78 32.5% C	39 29.8%	26 22.0%	30 28.6%	17 29.3%
\$50,000 to \$74,999	45 18.8%	36 27.5%	30 25.4%	29 27.6%	11 19.0%
\$75,000 or more	70 29.2%	33 25.2%	38 32.2%	28 26.7%	19 32.8%
TOTAL NON-RESPONSES	81 33.8%	35 26.7%	34 28.8%	40 38.1%	53 91.4% ABCD
TOTAL ANSWERING	240 100.0%	131 100.0%	118 100.0%	105 100.0%	58 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.

Q37. Including yourself, how many people live in your household?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
One	95 31.1%	45 27.4%	43 29.7%	40 29.6%	32 31.7%
Two	127 41.6% C	67 40.9%	45 31.0%	57 42.2%	41 40.6%
Three	46 15.1%	19 11.6%	26 17.9% E	14 10.4%	9 8.9%
Four or more	37 12.1%	33 20.1% A	31 21.4% A	24 17.8%	19 18.8%
TOTAL NON-RESPONSES	16 5.2% B	2 1.2%	7 4.8%	10 7.4% B	10 9.9% B
TOTAL ANSWERING	305 100.0%	164 100.0%	145 100.0%	135 100.0%	101 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.

Q40. Gender by observation.

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
Male	177 56.0%	84 50.6%	80 52.6%	79 54.5%	59 53.2%
Female	139 44.0%	82 49.4%	72 47.4%	66 45.5%	52 46.8%
TOTAL NON-RESPONSES	5 1.6%	-	-	-	-
TOTAL ANSWERING	316 100.0%	166 100.0%	152 100.0%	145 100.0%	111 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.